



PROFILE

Customer service professional with 5+ years of experience in telephone and face to face customer service. Proficient at identifying customer needs, committed to the delivery of high service standards, with a dedication to delivering solutions, resolving complaints and possess a positive attitude.

EMAIL:

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MOBILE:

+971 52 167 9519

ADDRESS:

Deira, Dubai.

Key Skills:

Effective Communication

Typing (60 WPM)

Cash Management

Relationship Building

Conflict Management

Customer Service Skills

Information Management

Microsoft Office

Time Management

ANUM JOHNSON

Customer Service Representative

WORK EXPERIENCE

Freelancer – Pakistan

(Business Plan Writer)

From July 2023 till Present

- Collaborate effectively with diverse clients, tailoring business plans to align with their unique goals and objectives.
- Develop detailed financial models, including revenue forecasts and ROI analysis, contributing significantly to clients' strategic decision-making.
- Establish communication channels to understand clients' visions and mission, ensuring alignment in the crafted business plans.
- Produce business plans of high quality that clearly communicate clients' value propositions, competitive advantages, and growth strategies.
- Manage multiple projects concurrently, meet deadlines, and conduct thorough reviews to enhance clarity, coherence, and overall plan quality.

Kargo Box – DUBAI

(Customer Service Representative)

From April 2022 till May 2023 (1 year Contract)

- Respond to customer emails and telephone calls to provide information on shipping rates, delivery routes, payments and refunds.
- Schedule shipment bookings, update and maintain documents for custom clearance and generate quotations.
- Follow up with customers and shipping lines to ensure the timely delivery of orders, resulting in 50% boost in customer satisfaction ratings.
- Maintain social media platforms and increase sales revenue, attracting actual and potential customers by giving special discounts, offers and packages.

Courses

Project Management

Iqra University, Karachi
Pakistan.

September 2020 – December 2020

Digital Marketing

Iqra University, Karachi
Pakistan.

January 2020 – April 2020

Languages

English - Fluent

Urdu - Fluent

Hindi - Fluent

Aga Khan Hospital – PAKISTAN

(Patient Relation Officer)

From September 2019 – November 2021 (2years & 2Months)

- Handled incoming calls, guided patients on medical packages, consultation timings, procedures, registration and appointment bookings.
- Check patient category at the time of registration. Collect and finalized payments and cash receipts for bills prior to the patient being seen to doctor, results decrease in payment errors.
- Maintain patient records, documentation and all necessary forms in the database system.
- Follow up, schedule / reschedule / cancel appointments by SMS, email and phone calls.
- Maintain patient information confidentiality at all times.
- Handle distressed patients, by fixing any appointment issues that may arise, through to being the voice of comfort during times of extreme stress and emergency.

Ibex Global – PAKISTAN

(Customer Service Representative)

From February 2017 till July 2019 (2years & 5Months)

- Handled 50+ calls daily, deliver accurate information of product and services to customers ensure retention rate and customer satisfaction.
- Build trust in the brand by responding politely and helpfully to customer and resolve complaints at a 90% rate.
- Memorized all the product benefits to be able to answer customer questions quickly and efficiently and increase sales.
- Awarded as a Best Customer service representative in 2018. Ranking was based on customer satisfaction, speed of resolution and accuracy.

EDUCATION

Bachelor of Business Administration & Management

Iqra University, Karachi Pakistan

January 2017 – December 2020

Intermediate (Pre-Medical)

Trinity Methodist Girls High School, Karachi Pakistan

March 2013 – December 2015

Matriculation (Science)

Sts. Peter & Paul English High School, Karachi Pakistan

February 2011 – December 2012